

Richmond Station – Supporting Information for Virtual Tours

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Richmond Station – Supporting information for virtual tours

Disclaimer

The intent of this document is to provide passengers, particularly those who are blind or have low vision, with a descriptive journey planning supplement. Although we have made a concerted effort to ensure the content herein is complete and accurate, this document should not be relied upon as a wayfinding tool. Please take all necessary precautions to ensure your safety, particularly on platforms, stairs, escalators and ramps.

We encourage you to seek the assistance of Metro staff especially if you are unfamiliar with this station or if you require more information, by calling the station ahead of travel and by talking to staff at the station.

Works occur frequently across Metro Trains stations that impact or improve accessibility. This document may not always accurately reflect recent changes. For all up to date information please call the station or 1800 800 007.

Richmond Station – general information

Richmond Station is on the following lines

Alamein in weekday peaks only, Belgrave, Cranbourne, Frankston, Glen Waverley, Lilydale, Pakenham, Sandringham, Gippsland (V/Line).

Address

You will find Richmond Station at 21-25 Swan Street, Richmond, close to Punt Road.

Phone number

Contact the Station on 03 9610 5154

Assistance

Metro encourages passengers who have accessibility enquiries or need assistance to contact the station before they arrive, or approach staff at barriers or at the Customer Service windows when they arrive.

Getting to Richmond Station

- There are tram stops nearby on Swan Street, near Punt Road.
- There is a 246 bus stop nearby on Punt Road.
- There is limited Council metre parking in surrounding streets.

Wayfinding Beacons

Beacon Technology is available throughout Richmond Station concourse areas. Beacons, when used in conjunction with orientation and mobility skills assists people who are blind or have low vision by describing the environment. Beacons can be accessed by downloading the free [BlindSquare Event app](#).

Wheelchair Mover

- Metro staff can safely assist passengers with manual wheelchairs up and down steep ramps using a Wheelchair Mover. Wheelchair Movers clamp securely onto manual wheelchairs and are compatible with most manual wheelchairs.
- Wheelchair Movers are used at Richmond, Caulfield, South Yarra, Camberwell, Heidelberg and Box Hill.
- Talk to staff or press the red button on the left of the Customer Help Point (on platforms) to learn more about the Wheelchair Mover at this station.



Station Entrances

Swan Street

The main entrance is on Swan Street, not far from the corner of Punt Road and it is open from the first until the last service daily. Access at this entrance is via stairs up to the concourse. As you enter the concourse there are barriers ahead.

Alternatively steep ramp access to the concourse is available on Swan Street. With Punt Road behind you, you will pass a bicycle shop on the left and the ramp entrance is located several metres further down Swan Street on the left.

Stewart Street

The Stewart Street entrance is open Monday to Friday from 4:30am until 7:30pm. It is closed on weekends except for special events. When this entrance is closed entry is via the Swan Street barriers which can also be accessed via the walkway from Stewart Street.

From Stewart Street stair and ramp access is available to the Stewart Street barriers and walkway through to Swan Street. On approach to the station from Punt Road the footpath widens and there is a covered drain on the left. Stay close to the station building on your right. There is a bin located against the station wall and a bollard and tactile warning indicators at the base of the ramp. As you reach the top of the ramp with Stewart Street to your left, the barriers to platforms are to the right.

Stewart Street walkway to Swan Street

If you continue slightly further (Stewart Street is on the left) the walkway to Swan Street is to the right, just past the barriers. If you continue straight ahead from the top of the ramp, with Stewart Street on the left, you will find stairs down to Stewart Street.

Brunton Avenue (Special events only)

The Special Events entrance at Brunton Avenue is open three hours before events at the Melbourne Cricket Ground and provides level access into the subway. When you enter the large set of barriers with Brunton Avenue behind you and Punt Road to your left, steep ramp access to platforms 10-1 (in this order) will be on your left as you walk down the subway towards Olympic Boulevard. Each ramp provides access to an island platform, therefore you will find the ramp to platforms 9 and 10 together, followed by the ramp to platforms 7 and 8, followed by the ramp to platforms 5 and 6 and so on.

A fence in the middle of the subway runs parallel with subway walls for a short distance when you enter from Brunton Avenue.

Olympic Boulevard - Special events only

The Special Events entrance from Olympic Boulevard is open from 2 hours prior to the start of events. From Olympic Boulevard there is level access into the subway. When entering the barriers into the subway steep ramps up to platforms 1-10 (in this order) will be on your right as you walk down towards Brunton Avenue. Each ramp provides access to an island platform, therefore you will find the ramp to platforms 1 and 2 together, followed by the ramp to platforms 3 and 4, followed by the ramp to platforms 5 and 6 and so on.

A fence in the middle of the subway runs parallel with subway walls for a short distance at the Brunton Avenue end.

Station Subways

The Olympic Boulevard and Brunton avenue entrances to the Special Events subway are open only during special events. At other times the subway is used as a platform interchange. This subway can be accessed via a steep ramp at the city end of each island platform

There is an additional subway used only for interchanging between platforms, with entrances located about halfway down each platform. This subway can only be accessed by stairs. In the subway access to platforms is on one side only. Tactile warning indicators are available to identify the top and bottom of stairs to platforms. Each set of stairs serves an island platform, and you will find the following platforms located together:

- 1 and 2
- 3 and 4
- 5 and 6
- 7 and 8

- 9 and 10

Toilets

There are toilet facilities at the Swan Street end of the station near the barriers. Staff are often nearby to provide directions to toilets. As you exit the barriers and head towards Swan Street the toilets can be found in the following order:

- Entrance to male toilet on the right just before the kiosk
- Unisex accessible toilet to the left with automatic inward opening door
- Female toilet on the right just past the kiosk

Concourse

The station concourse is a large, open space that features many services and facilities. The concourse at Richmond Station is at the Swan Street entrance. The myki barriers divide the concourse into two 'sides' and it's important to know services can differ on different sides of the concourse:

1. the space between the station entrance to the Swan Street myki barriers is referred to as the **unpaid** concourse
2. from the myki barriers to the ramps to the platforms, is referred to as the **paid** concourse.

On the Unpaid Concourse features and services include:

Customer Service window

Metro staff at Customer Service windows assist passengers with:

- myki sales and top up
- Metro service enquiries
- Lost property enquiries
- Directions and direct assistance for passengers with accessibility needs
- Feedback

Getting to the Customer Service window

At Richmond Station the Customer Service window is near the Swan Street stair entrance. As you reach the top of the stair entrance there are barriers ahead. The Customer Service window can be found by turning right at the top of the stairs. You will pass two telephone boxes on the right before arriving at the Customer Service window which is 4-5 metres further ahead along the same wall as the telephone boxes.

From the top of the ramp from Swan Street, the Customer Service window can be found further ahead on the left wall of the passageway. Past the Customer Service Window on the left are two phone boxes and the stairs down to Swan Street.

When exiting the Swan Street barriers the Customer Service window can be found by following the wall on the left (you will also pass an accessible toilet) and

continuing left at the corner. A few steps further ahead near the wall you will find a myki quick top up, myki machine and ATM. The Customer Service Window will be on the right side of the passageway opposite the ATM and myki machine.

Communication Access

Metro has been accredited with Scope's Communication Access Symbol. This means that:

- Metro Staff have received training to communicate successfully with people with communication difficulties
- Communication tools are available to help people get their message across and understand what people are telling them.
- Learn more about [Communication Access and Metro's Communication Tools](#).

myki machines

At myki machines passengers can:

- [top up with myki Money](#)
- [top up with myki Pass](#)
- view myki status, balance and expiry date
- check when your 2 hour fare expires
- see your last 10 transactions
- You can pay with cash, EFTPOS or credit card.
- buy a Full Fare myki card.

Staff at the Customer Service window can also assist with myki card enquiry, sales and top ups.

Signage

Wayfinding signage is available throughout the station and Passenger Information Display screens show departure times and platform numbers for each train line.

Kiosk

A kiosk is located on the unpaid concourse near the Swan Street barriers, on the left between the male and female toilets as you approach the barriers to platforms.

Wide barriers

Wide barriers accommodate passengers with mobility aids, assistance animals, prams, luggage and shopping. A wide barrier is available at each entrance and at the main entrance it is often attended by staff who can answer questions and provide directions and assistance. Wide barriers are available as follows:

Swan Street

To the right of the group of barriers as you approach from Swan Street. Please note to the far right of the barriers is the walkway between Stewart and Swan Streets.

Stewart Street

To the left of the group of barriers as you approach from Stewart Street. As you enter the wide barrier there will be a fence on your left. On the other side of the fence is the walkway between Stewart and Swan Streets. Please note Stewart Street entrance hours of operation are Monday to Friday from 4:30am until 7:30pm. The entrance is closed on weekends and public holidays except for local special events.

Brunton Avenue

- Coming from the Melbourne Cricket Ground there is a wide barrier on the left amongst a small group of barriers.
- Coming from Punt Road there are two barriers and the wide barrier is on the left (there is a gate further to the left which may be left open during events). When you enter this wide barrier directional tactile indicators lead to the subway entrance.

Olympic Boulevard

When facing the barriers the wide barrier is on the far left, next to a column on the left. When you enter the barrier there are directional tactile indicators leading to the subway entrance.

On the Paid Concourse you will find:

Directional tactile indicators

Directional tactile indicators to assist people who are blind or have low vision to find their way around this station. These are available as follows:

- From all ramps and stairs up to all platforms.
- Inside the wide barrier leading to the Special Events subway at the Brunton Avenue entrance.
- Inside the wide barrier leading to the Special Events subway at the Olympic Avenue entrance.

Steep ramps

Steep ramp access is available at both ends of all platforms.

Protective Services Officers

Protective Services Officers patrol trains and stations nightly. They may be found on the concourse or on platforms or trains.

Network status boards

Network status boards display the status of the train, tram and bus network. The information on the network status boards is also shown on the PTV website, with more detail for all modes, on the [Disruptions](#) page.

About Platforms at Richmond Station

Platform layout and references

- There are 10 platforms at Richmond Station.
- This document often refers to the ends of platforms as being either the western (city) end or the eastern end, which provides access to the concourse.

Platform types at this station:

Platforms 1-10 are all **island platforms**. Island platforms have platform edges and tracks on both sides. This means two platforms are available along each of the island platforms. Platforms are located together as follows:

- Platforms 1 and 2, starting from the Swan Street end.
- Platforms 3 and 4
- Platforms 5 and 6
- Platforms 7 and 8
- Platforms 9 and 10, nearest the Stewart Street end.

Please note some sections on platforms are narrow. Please use caution on platforms.

Wheelchair Mover

Platforms are accessed via steep ramps from the western (city) and eastern ends. Staff can assist passengers with manual wheelchairs with the aid of a Wheelchair Mover:

- Metro staff can safely assist passengers with manual wheelchairs up and down steep ramps using a Wheelchair Mover. Wheelchair Movers clamp securely onto manual wheelchairs and are compatible with most manual wheelchairs.
- Wheelchair Movers are used at Richmond, Caulfield, South Yarra, Camberwell, Heidelberg and Box Hill.
- Talk to staff or press the red button on the left of the Customer Help Point on platforms, to learn more about the Wheelchair Mover at this station.



Raised Boarding Platforms

There are no Raised Boarding Platforms at Richmond Station. Raised boarding platforms make it possible for passengers with wheelchairs and scooters to board without a ramp. Drivers are available to provide boarding assistance by deploying a ramp.

Hearing Loops

Hearing loops are not installed at Richmond Station. Hearing loops are installed where the symbol is displayed. Hearing loops are a type of audio system that can benefit people with hearing aids by providing sound directly to the hearing aid and by reducing background noise.



Features and Services available on all platforms at Richmond Station

Platform Edge Tactiles

Tactile warning indicators are on platform edges at this station to increase safety for passengers who are blind or have low vision.

Directional tactile indicators

Directional tactile indicators are available at subways / platform interchanges.

Passenger Information Display screens

- Showing all stations the next service will stop at
- Minutes to departure
- Time of next departure
- Next 2 service information including time of departure, service running (express, all stations etc. and minutes to departure.

If Passenger Information Displays are not available you can speak to staff by pressing the button on the Customer Help Point.

Announcements

Announcements are made prior to trains arriving on platforms and during delays or disruptions.

Customer Help Points

Customer Help Points are available on all platforms just east of the top of the stairs from the interchange subway. There are no directional tactile indicators leading to these Customer Help Points. The green button on the right of the console provides audible real time train information and the red button on the left can be used to speak to station staff. Richmond Station is staffed from the first until the last train every day.



Priority seating

Seating for passengers with accessibility needs is provided along all platforms.

Steep ramps

Steep ramp access at the eastern end of platforms down to interchange or to the Swan and Stewart Street exits. Directional and tactile warning indicators are available.

Steep ramp access at the western (city) end of platforms down to the Brunton Avenue and Olympic Boulevard exits (only during special events), or to interchange platforms. Directional and tactile warning indicators are available.

Interchange subway

Stair access down to a platform interchange subway approximately half way down each platform. Directional and tactile warning indicators are available.

Vending machines

Drink vending machines are located approximately halfway down each platform.

Shelter

Shelter is available along the length of the platforms at Richmond Station.

Platforms 1 and 2 (island platform)

Accessing platforms 1 and 2

Steep ramps

- Steep ramp access to platform 1 and 2 is available via the Swan and Stewart Street entrances. When arriving at the top of the ramp you are facing the city (western) end of the platform. Platform 1 is to the left and platform 2 is to the right.
- Steep ramp access to platform 1 and 2 is available during special events or if interchanging using the Brunton Avenue/Olympic Boulevard subway. When arriving at the top of the ramp you are facing the eastern end of the platform. Platform 1 is on the right and platform 2 is on the left.

Stairs

Stair access down to a platform interchange subway is available approximately halfway down platforms. When reaching the top of the stairs, coming from this subway, you are facing the eastern end of the platform. Platform 1 is on the right and platform 2 is on the left.

Platforms 1 and 2 features

Platform Edge Tactiles

Tactile warning indicators are on platform edges at this station to increase safety for passengers who are blind or have low vision.

Accessible Boarding Point

Platform 1

The Accessible Boarding Point is located at the city (western) end. The Accessible Boarding Point is marked by an International Symbol of Access decal. Wait here for assistance from the Driver to board the train.

Platform 2

The Accessible Boarding Point is located at the eastern end of the platform.

Please note trains can travel in different directions from the same platform. If you need boarding assistance and are unsure where to wait, please ask our station staff or press the red button on the left of the Customer Help Point console.

Platforms 3 and 4 (island platform)

Accessing platforms 3 and 4

Steep ramps

- Steep ramp access is available to platforms 3 and 4 via the Swan and Stewart Street entrances. When arriving at the top of the ramp you are facing the city (western) end of the platform. Platform 3 is to the left and platform 4 is to the right.
- Steep ramp access to platforms 3 and 4 is available during special events or if interchanging using the Brunton Avenue/Olympic Boulevard subway. When arriving at the top of the ramp you are facing the eastern end of the platform. Platform 3 is on the right and platform 4 is on the left.

Stairs

Stair access down to a platform interchange subway is available approximately halfway down platforms. When reaching the top of the stairs, coming from this subway, you are facing the eastern end of the platform. Platform 3 is on the right and platform 4 is on the left.

Platforms 3 and 4 features

Platform edge tactiles

Tactile warning indicators are on platform edges at this station to increase safety for passengers who are blind or have low vision.

Accessible Boarding Points

Platform 3

The Accessible Boarding Point is available at the city (western) end of platform 3. Accessible Boarding Points are marked by an International Symbol of Access decal. Wait here for assistance from the Driver to board the train.

Platform 4

The Accessible Boarding point on platform 4 is at the eastern end of the platform.

Please note trains can travel in different directions from the same platform. If you need boarding assistance and are unsure where to wait, please ask our station staff or press the red button on the left of the Customer Help Point console.

Platforms 5 and 6 (Island platform)

Accessing platforms 5 and 6

Steep ramps

- Steep ramp access is available to platforms 5 and 6 via the Swan and Stewart Street entrances. When arriving at the top of the ramp you are facing the city (western) end of the platform. Platform 5 is to the left and platform 6 is to the right.
- Steep ramp access to platforms 5 and 6 is available during special events or if interchanging using the Brunton Avenue/Olympic Boulevard subway. When arriving at the top of the ramp you are facing the eastern end of the platform. Platform 5 is on the right and platform 6 is on the left.

Stairs

Stair access down to a platform interchange subway is available approximately halfway down platforms. When arriving at the top of the stairs, coming from this subway, you are facing the eastern end of the platform. Platform 5 is on the right and platform 6 is on the left.

Platforms 5 and 6 features

Platform Edge Tactiles

Tactile warning indicators are on platform edges at this station to increase safety for passengers who are blind or have low vision.

Accessible Boarding Points

Platform 5

The Accessible Boarding Point on platform 5 is at the city (western) end. Accessible Boarding Points are marked by an International Symbol of Access decal. Wait here for assistance from the Driver to board the train.

Platform 6

The Accessible Boarding Point on platform 6 is at the eastern end of the platform.

Please note trains can travel in different directions from the same platform. If you need boarding assistance and are unsure where to wait, please ask our station staff or press the red button on the left of the Customer Help Point console.

Platforms 7 and 8 (Island Platform)

Accessing platforms 7 and 8

Steep ramps

- Steep ramp access is available to platforms 7 and 8 via the Swan and Stewart Street entrances. When arriving at the top of the ramp you are facing the city (western) end of the platform. Platform 7 is to the left and platform 8 is to the right.
- Steep ramp access to platforms 7 and 8 is available during special events or if interchanging using the Brunton Avenue/Olympic Boulevard subway. When arriving at the top of the ramp you are facing the eastern end of the platform. Platform 7 is on the right and platform 8 is on the left.

Stairs

Stair access down to a platform interchange subway is available approximately halfway down platforms. When reaching the top of the stairs, coming from this subway, you are facing the eastern end of the platform. Platform 7 is on the right and platform 8 is on the left.

Platforms 7 and 8 features

Platform Edge Tactiles

Tactile warning indicators are on platform edges at this station to increase safety for passengers who are blind or have low vision.

Accessible Boarding Points

Accessible Boarding Points for platforms 7 and 8 can be found at the city (western) end of the platform. Accessible Boarding Points may be marked by an International Symbol of Access decal or by a platform line marker. Wait here for assistance from the Driver to board the train.

Please note trains can travel in different directions from the same platform. If you need boarding assistance and are unsure where to wait, please ask our station staff or press red button on the left of the Customer Help Point console.

Platforms 9 and 10 (Island Platform)

Accessing platforms 9 and 10

Steep ramps

- Steep ramp access is available to platforms 9 and 10 via the Swan and Stewart Street entrances. When arriving at the top of the ramp you are facing the city (western) end of the platform. Platform 9 is to the left and platform 10 is to the right. Please be cautious on the platform.
- Steep ramp access to platforms 9 and 10 is available during special events or if interchanging using the Brunton Avenue/Olympic Boulevard subway. When arriving at the top of the ramp you are facing the eastern end of the platform. Platform 9 is on the right and platform 10 is on the left.

Stairs

Stair access down to a platform interchange subway is available approximately halfway down platforms. When reaching the top of the stairs, coming from this subway, you are facing the eastern end of the platform. Platform 9 is on the right and platform 10 is on the left.

Platforms 9 and 10 features

Platform Edge Tactiles

Tactile warning indicators are on platform edges at this station to increase safety for passengers who are blind or have low vision.

Accessible Boarding Points

Accessible Boarding Points on platforms 9 and 10 are both at the eastern end of the platform. Accessible Boarding Points are marked by an International Symbol of Access decal. Wait here for assistance from the Driver to board the train.

Please note trains can travel in different directions from the same platform. If you need boarding assistance and are unsure where to wait, please ask our station staff or press the red button on the left of the Customer Help Point.